

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): George W. ERHART et al.

Conf. No.: 3849

Application No.: 10/674,562

Art Unit: 2614

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Examiner: DEANE, W. J. Jr.

Title: ESTIMATION OF EXPECTED VALUE  
FOR REMAINING WORK TIME FOR  
CONTACT CENTER EMPLOYEES

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**REQUEST FOR RECONSIDERATION AND**  
**REQUEST FOR WITHDRAWAL OF PREMATURE FINALITY**

Sir:

The following remarks are provided in response to the Office Action of July 24,  
2008.

**Remarks/Arguments** begin on page 2 of this paper.